



George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

FPD-OI-FD40.10

March 14, 2001

ORGANIZATIONAL INSTRUCTION

Flight Projects Directorate Ground Systems Department FD40

HOSC Problem Report

Revision B

APPROVAL

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
<u>Original Signed by</u>	Manager, Ground Systems Department	FD40	March 14, 2001
_____ Ann R. McNair			

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		9/14/99	Baseline version
Revision	Rev. A	3/31/00	In response to NCR # 338, the procedure for accessing HPR quality records has been added.
Revision	Rev. B	3/14/01	Document reformatted to Flight Projects Directorate standard template.

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1.0 GENERAL INFORMATION

1.1 Scope

This Organizational Instruction (OI) informs users of the process for notifying the Huntsville Operations Support Center (HOSC) of a computer problem that needs to be corrected to during any supported activity.

1.2 Purpose

The purpose of this instruction is to provide a step-by-step process for generating, submitting, and processing a HOSC Problem Report.

1.3 Applicability

This instruction is applicable to all users who need to report a problem with HOSC services during a supported activity.

2.0 APPLICABLE DOCUMENTS

Revision levels of documents are not shown. The latest revision will be used unless otherwise required by contractual requirements or other regulations. In this case the revision letter of the document will be given.

3.0 ACRONYMS and DEFINITIONS

3.1 Acronyms

HOSC	Huntsville Operations Support Center
HPR	HOSC Problem Report
HSD	HOSC Support Desk
HUA	HOSC User Assistance
H/W	Hardware
IST	Integrated Support Team
ITT	Integrated Test Team
OI	Organizational Instruction
S/W	Software
UMS	Utilization & Mission Support

3.2 Definitions

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Huntsville Operations Support Center The Huntsville Operations Support Center is a facility located at the Marshall Space Flight Center that provides users the tools necessary for monitoring, commanding, and controlling various elements of space vehicles, payloads, and science experiments.

HOSC Problem Report A report that may be initiated by anyone to report problems encountered with hardware, software, facility, or other services provided by the HOSC during simulation, testing, flight or off line activities.

HOSC Support Desk The HOSC Support Desk is an operations support position in the HOSC which provides user assistance with maintenance calls and HOSC Problem Report system administrative support.

HOSC User Assistance A service supplied by the HOSC Support Desk.

Integrated Support Team An institutional operations support team at the HOSC responsible for configuring, monitoring, and resolving problems with communications, data transport systems, data processing systems, and application software.

Integrated Test Team The HOSC team which is responsible for all verification/validation testing of software deliverables to the HOSC.

Utilization and Mission Support Utilization and Mission Support is the name of the contract under which Lockheed Martin is designing, developing, delivering, and operating the HOSC.

4.0 INSTRUCTIONS

4.1 Computer Problem Reported

The end user has a computer problem (i.e. hardware or software) and either fills out the HOSC Problem Report (HPR) or calls in the problem to the Integrated Support Team.

RESPONSIBLE PARTY: End User/Originator

4.2 Report Received

The Integrated Support Team (IST) / Marshall Data receives the HPR either physically or over the phone. If called in, the Integrated Support Team fills out the HPR while on the phone with the user.

RESPONSIBLE PARTY: Integrated Support Team/Marshall Data

4.3 Report Forwarded

The HOSC Problem Report is then forwarded to the HOSC Support Desk (HSD).

RESPONSIBLE PARTY: Integrated Support Team/Marshall Data

4.4 Report Routed

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The HOSC Support Desk routes the HOSC Problem Report through the hardware or software problem solving process.

RESPONSIBLE PARTY: HOSC Support Desk

4.5 Software Problem

4.5a If it is a software problem, the HPR is sent to software development leads.

RESPONSIBLE PARTY: HOSC Support Desk

4.5b Software developer trouble shoots and solves the problem.

RESPONSIBLE PARTY: Software developer

4.5c Upon resolution of problem, software leads will status the HPR at the HPR Review meeting.

RESPONSIBLE PARTIES: Software Leads

4.5d The HPR Review Group assesses the fix.

4.5d(1) If the HPR Review Group does not agree with the fix, the problem is returned to step 4.5b.

RESPONSIBLE PARTY: HPR Review Group

4.5d(2) If the HPR Review Group agrees with the fix, proceed to step 4.5e.

RESPONSIBLE PARTY: HPR Review Group

4.5e The software fix/patch is intergrated into the build.

RESPONSIBLE PARTY: Integrated Test Team (ITT)/Software Developers

4.5f Integration of the fix/patch into the build is confirmed.

4.5f(1) If the fix/patch is not confirmed, the problem is returned to step 4.5b or, if necessary, to step 4.3 as a new HPR.

RESPONSIBLE PARTY: User/ Integrated Test Team

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4.5f(2) If the fix/patch is confirmed, proceed to step 4.5g.

RESPONSIBLE PARTY: User/ Integrated Test Team

4.5g The HSD closes the HPR and the process ends.

RESPONSIBLE PARTY: HOSC Support Desk

4.6 Hardware Problem

4.6a If the problem is with hardware, HSD creates an incident report.

RESPONSIBLE PARTY: HOSC Support Desk

4.6b The HOSC Problem Report is sent to Utilization & Mission Services.

RESPONSIBLE PARTY: HOSC Support Desk

4.6c Hardware technician trouble shoots and solves the problem using Fault Isolation Procedures (HOSC-PROC-186).

RESPONSIBLE PARTY: Hardware technician

4.6d Upon completion, the hardware technician and HOSC Support Desk confirm that the problem is solved.

4.6d(1) If the problem is not solved, it is returned to step 4.6c.

RESPONSIBLE PARTY: Hardware technician/ HOSC Support Desk

4.6d(2) If the problem is solved, proceed to step 4.6e.

RESPONSIBLE PARTY: Hardware technician/HOSC Support Desk

4.6e Upon solving the problem, the HOSC Problem Report resolution is sent to the HOSC Support Desk.

RESPONSIBLE PARTY: Hardware technician

4.6f HOSC Support Desk closes the HOSC Problem Report.

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RESPONSIBLE PARTY: HOSC Support Desk

4.6g The user is informed of the problem resolution and the process ends.

RESPONSIBLE PARTY Integrated Support Team (IST)

5.0 NOTES

None

6.0 SAFETY PRECAUTIONS AND WARNING NOTES

None

7.0 APPENDICES, DATA, REPORTS, AND FORMS

None

8.0 QUALITY RECORDS

The Quality Record for this Organizational Instruction are listed in the table below.

Number/ Name	Collection	Indexing	Access	Filing	Storage	Maintenance	Retention	Disposition
HOSC Problem Report	Online HPR database via Filemaker Pro Electronic Form	HPR Number	Non-restricted Filemaker Pro database located on Black_Star server	Black_Star Database Server located in Bldg 4610 Rm 1039	Black_Star Database Server	Contractor Support	Retain 5 years after HPR's have been closed	Purge as required by Database Administrator

9.0 TOOLS, EQUIPMENT, AND MATERIALS

None

10.0 PERSONNEL TRAINING AND CERTIFICATION

None

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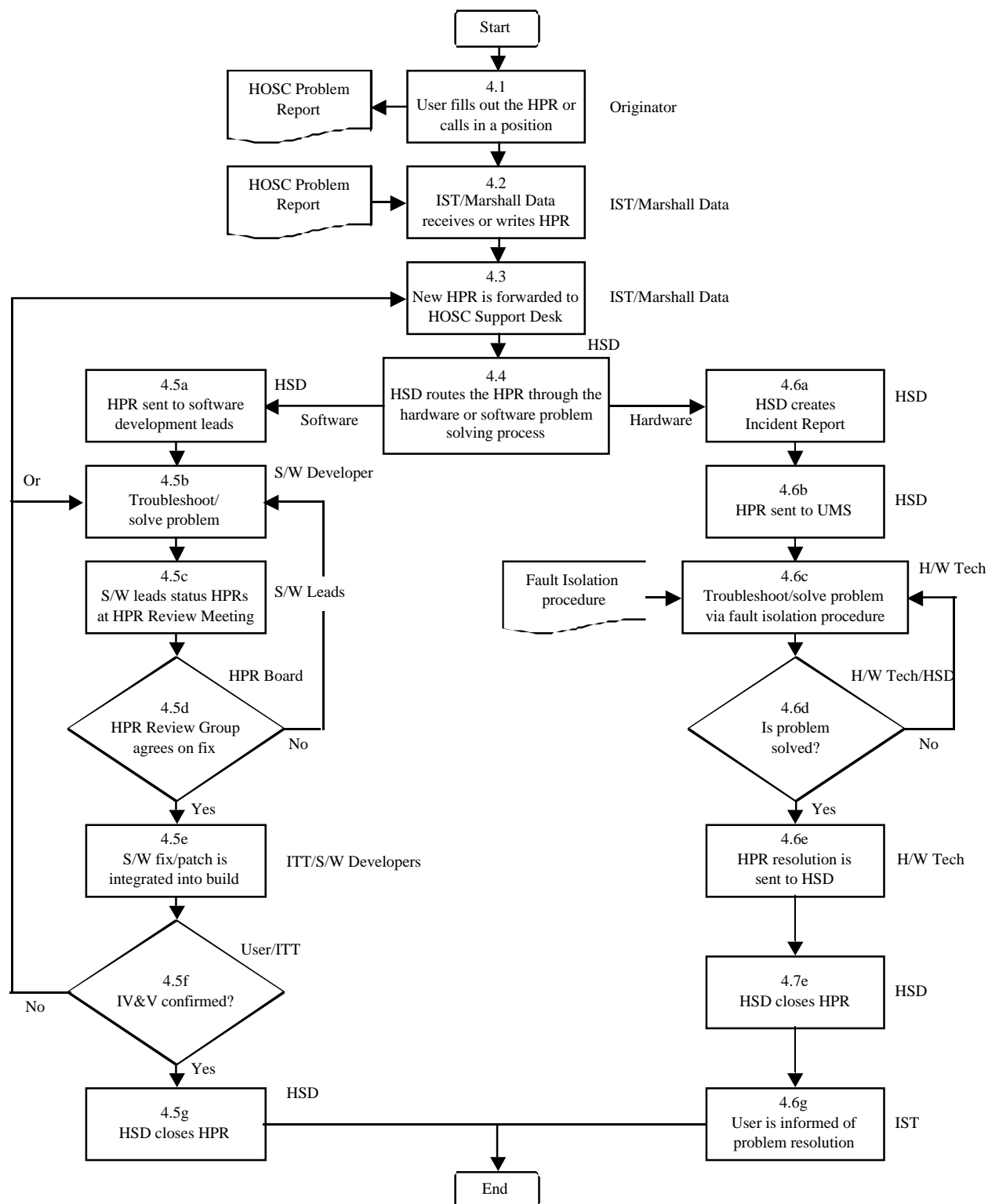
11.0 FLOW DIAGRAM

Figure 1 graphically depicts the process stated in Section 4.0 of this document.

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FIGURE 1: HOSC Problem Report Process



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